



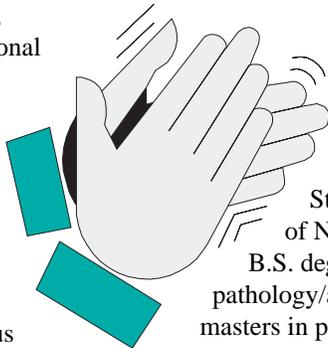
Carla Jane Mann Wins A C C O L A D E S



Currently a manager in the Department of General Services, Carla Jane Mann is the recipient of the YWCA's Tribute to Women and Industry (TWIN) 2002 Award. YWCA's TWIN Award is the premier businesswomen's recognition event in San Diego County. It honors women who have made a significant contribution in managerial, executive or professional roles and honors those employers that provide opportunities for women to achieve.

Carla Jane has served San Diego County residents for 30 years in various services and programs beginning her career as an intermediate clerk in the Department of Revenue and Recovery and continuing an

upward path through the organization. Positions held include eligibility supervisor in Social Services, housing specialist in Housing & Community Development, administrative assistant in the Sheriff's Department, assistant to the Chief Administrative Officer and special projects manager, acting director of the Department of EDP, and a deputy director and General Services manager. Her vast experience in County government is providing a valuable resource in her current capacity — working with the County's Enterprise Resource Planning Project. Once fully implemented, this project will provide state-of-the-art financial and management information to County managers and staff.



Carla Jane's professional credentials include a B.A. degree in english from State University of New York, and a B.S. degree in speech pathology/audiology and masters in public administration from San Diego State University. Congratulations to an exemplary member of the CSG management team, and for an award well deserved!

From
Alex's
D E S K



As we are about to close out the fiscal year, we can reflect with pride on last year and the many CSG accomplishments. Our accomplishments as a group are attributed to the competent and dedicated staff in each of our departments and I am proud to be associated with you and grateful for all your contributions.

A few of the highlights include expanding the Books-By-Mail Program for enhanced

access to library resources, providing rental assistance to approximately 8,700 families per month, advising and assisting County departments in energy management to achieve a 10% reduction in energy usage, conducting the March Presidential Primary Election without a hitch, enhancing the County's office supply contract to include expansion of core items and electronic ordering, and opening a new, state-of-the-art animal shelter.

As we acknowledge and celebrate our successes, however, we must not forget the immediate challenge of managing our way through the State budget problem. Without a doubt, our County is the best prepared among the 58 counties to cope with the adverse impacts imposed by a \$24 billion State budget deficit. We should all strive to remain informed on this matter in order to avoid any non-productive overreactions to budget news from Sacramento. By remaining focused in our fiscal discipline and making sound operational adjustments, we will succeed in maintaining the quality of life in the communities we serve.

Thank you again for your professional excellence and commitment to public service. I look forward to another successful year for the Community Services Group.

ALEX A. MARTINEZ
Deputy Chief Administrative Officer
Community Services Group

Around the Group

Animal Control

After nearly a year's delay due to a devastating arson fire during construction, the new Kroc-Copley Animal Shelter finally opened to the public on Saturday, May 4.

Supervisors Pam Slater and Greg Cox attended the dedication celebration on May 3. Afterwards, other city and county officials and contributors joined nearly 250 animal lovers on a tour of the \$9 million, state-of-the-art facility owned by the City and operated by the County.



Supervisor Slater addresses the happy crowd at the new Kroc-Copley Animal Shelter.

Immediately following the long-awaited event, Department staff worked through the night to move all operations, equipment and the more than 200 shelter animals from the old Central Shelter to the new "digs" at the Kroc-Copley facility in time to open for business at noon the next day.

General Services

Fleet Management has recently implemented an upgraded version of its Fleet Management Information System. The old system, known as GEMS 2000, was implemented in the mid-1990's and is now being replaced by "M4."

The system records all county vehicle maintenance, internal service fund billing, parts inventory control, fleet technician timekeeping and ultimately will be used as an extensive vehicle accident tracking program. All customer departments will have access to M4 applications.

According to Fleet Manager John Clements, "M4 is a solid Fleet Management Information System and, with a new connectivity process in place, we feel good about our decision to upgrade and use the program."



Housing and Community Development



In May, the Department entered into a partnership with the

Health and Human Services Agency to provide housing assistance for emancipated foster youths 18 to 21 years of age. This collaborative program prepares these disadvantaged youths for a successful transition to independence and self-sufficiency. In addition to safe, clean, decent and affordable housing, the program offers support services such as budget and financial training, employment and rental deposit assistance. With the rental subsidy assistance, the participants are able to establish rental credit history and work toward self-sufficiency. The program targets youths leaving foster homes and currently provides assistance to 37 young adults.

Library

Librarians made local history in the Lemon Grove Old Time Days Parade on Saturday, May 11. A "Library Book Cart Precision Drill Team" was formed for the occasion. American flags, fake books, ribbons, and Lemon Grove lemons decorated eight book carts and the banner which proclaimed the official debut of the "Friends of the Lemon Grove Library Book Cart Drill Team."

Lemon Grove Library staff Sonya Heiserman, Isabel Sanchez, Christine Haines, and Pat Rogers, along with Supervising Librarian Cheryl Cline, her daughter Amanda, and Friends of the Lemon Grove Library and volunteers, enthusiastically navigated the book carts — to the delight of onlookers and themselves.



Library enthusiasts strut their stuff (Judy Fergus followed by daughter Amber and Chris Haynes).

"We are the best without a doubt; Lemon Grove Library, check us out!" chanted the high energy team, followed by everyone on the team spinning their carts in a circle to the outside. As the group came into view, onlookers cheered and clapped in appreciation.

Purchasing and Contracting



The Department has completed a year-end financial analysis of the Central Stores Revolving Fund for FY 2000-01. The analysis revealed that expenses for operating Central Stores were less than the revenue generated. In other words, a profit was realized! Although, in the business world, experiencing a profit is the goal to be successful, an ISF operation seeks only to cover its expenses.

As a result, the Department refunded, via cash transfer, a total

Around the Group

of \$193,000 to Central Stores customers based on their percentage of business during the fiscal year. Customers can be assured that Purchasing and Contracting will continue striving to incorporate best business practices and procurement efficiencies with the goal of providing services and commodities at the lowest possible cost.

Registrar of Voters

Registrar of Voters staff proudly represents the County of San Diego at all Immigration and Naturalization ceremonies in the region. Not only do the Registrar's staff help new citizens register to vote immediately following each ceremony, but also answer their many questions about the election process and voting in general. The ceremonies are held at either Golden Hall, the Scottish Rite Temple or the Cabrillo National Monument. Anywhere from 400 to 1,700 new citizens participate in each of these ceremonies, representing as many as 50 to 90 countries of origin.

Marci Nylund, who coordinates the Registrar's new citizenship efforts, said: "I love going to these ceremonies, because it is such a very special day in their lives. I am honored, as a County employee, to be able to assist them in exercising their rights and responsibilities as citizens to register to vote."



Meet new citizen Carmen Valenzuela.

On May 15, Marci had a special customer at the Registrar's voter registration booth at Golden Hall. Carmen Valenzuela, a Senior Clerk in the Registrar of Voter's office, was sworn in as a new United States citizen. What was the first thing Carmen did upon becoming a new citizen? Register to vote, of course.

Customer Service Pros

Congratulations to the following CSG employees who received special monetary awards and time off for providing exceptional customer service:

ANIMAL CONTROL: Total Dollars Distributed: \$2,600; Total Days Off: 3; Movie Tickets: 72. Recipients: **Hisham Ali, Kris Andrews, Justin Bonn, Lori Brown, Vicki Christensen, Christine Cioe, Kathy Conwell, Dr. Gundula Dunne, Tanisha George, Tina Halgat, William Hancock, Darrell Hanson, Lori Hite, Clarice Horak, Tom Ignacio, Regina Jones, Olivia Lansangan, Noelle Leamons, Carolynne Scribner, Robin Sellers, Kelly Shannon, Mary Beth Smigelski, Deanna Spann, Jim Treece, Ken Winter, Michael Wix, Lisa Worrick, Aliza Zest.**

GENERAL SERVICES: Total Dollars Distributed: \$2,810. Recipients: **Eddie Arthur, Elric Dawson, Rick Delaini, Terry Gebhart, Jerry Moore, Jack Neely, Herbert Winkler, Eloy Zetina.**

LIBRARY: Total Dollars Distributed (including gift certificates and movie tickets): \$2,975. Recipients: **Micaela Acevedo, Gabriel Aguirre, Tracy Andreacola, Patricia Asmussen, Jefferson Baker, Marlene Barker, Bonnie Beczak, Elvie Bernales, Linda Boddye, Candy Bonner, Fred Bright, Diep Bui, Carolyn Butts, Manuela Castillo, Erin Crowley, Kelly Davis, Sue Dess, Connie Emerson, Paula Fabela, Yessenia Figueroa, Robyn Gage, Patty Gianulis, Sylvia Ginoza, William Goff, Donna Harrison, Sonya Heiserman, Terry Hinsley, Sandy Housley, Elisa James, Stephen Keller, Jill Klerekoper, Marianne Lane, Jerry Laraya, Maiyia Lee,**

Sarah Lynch, Dee Madden, Kris Magneson, Christina Manzano, Sherry Markham, Amy Martinez, Nancy Maxwell, Farrah Mazhari, Connie McKeever, Jennifer McKenzie, Rosi Meija, Helen Miller, Christina Moses, Jim Mulrean, Sara Mulrean, Allyson O'Brien, Terry Parks, Alice Pastorius, Amy Pollok, Martha Preciado, Katie Quinn, Angie Rogers, Molly Rothrock, Isabel Sanchez, Sandy Sanford, Gretchen Schmidt, Amanda Schukle, Margie Todd, Joannemarie Vanderbilt, Denise Vando, Sam Vang, Darren Witt, Nancy Zamora.

PURCHASING & CONTRACTING: Total Dollars Distributed: \$8,125; Total Days Off: 1. Recipients: **Arturo Cruz — Employee of the Quarter, Larry Kegay, Ed Benitez, Larry Bevers, Myra Brandt, Bill Broderick, Ray Chalupsky, Gerry Cruz, Tamara Ford, Gary Freeman, Becky Gallup, Dorothy Gardner, Bob Martinez, Marilyn Mendoza, Dee Merrill, Paul Nickerson, Michael Pollack, Dee Price, Terry Scott, Mary Williams.**

REGISTRAR OF VOTERS: Total Dollars Distributed: \$3,120; Movie Tickets: 36. Recipients: **Maria Alvarado, Caesar Bolchini, Marc Bradley, Shawn Brom, Ginny Cannon, Pat Carter, Justin Castro, Connie Chappell, Bernadine Davis, Patty Figueroa, Diane Gale, Pauline Glaser, Sandy Herndon, Sirenia Jimenez, Sherri Luke, Kara Morris, Nellie Munoz, Patty Navarro, Richard Pollard, Carmen Valenzuela, Rita Watson, Lana Witt.**

Skilled Fiscal Experts Join CSG

Ron Geller joins the CSG administrative office as the Group Finance Director, filling in for Cathy Trout while she serves as the acting director of General Services. Ron came from the Finance and General Government Group where he was the Group Finance Director. Over the past 29 years, Ron has worked for the Land Use and Environment Group, the Office of Financial Planning and the Sheriff's department. Ron is a graduate of San Diego State University where he majored in accounting. He is working with CSG departments as they prepare operational plans, quarterly reports, and update strategic plans. He is also actively involved in the County's new enterprise system. Ron likes to spend free time with his family and enjoys hiking, camping and working around the yard.

John Ramont joins the CSG administrative office as a CAO Staff Officer in direct support to the Group Finance Director. He holds the position formerly held by Patty Saly who was promoted to Administrative Services Manager of Parks and Recreation. Previously, John spent two years with the Auditor and Controller as a Performance Auditor and Operational Readiness Coordinator, where he assisted the operational staff in preparing to receive the new ERP applications. Prior to County service, John was an auditor for the Department of the Navy and an accounting supervisor for the Navy's SPAWAR activity on Point Loma. John holds an accounting degree and an MBA (with an emphasis in Government Management) from Cal State San Marcos and lives in San Marcos with his wife Pam, his 6-year-old daughter and 4-year-old son (with number 3 on the way), two cats, one dog, and a pet rat. He loves the outdoors and spends free time playing with his kids, gardening, and playing piano for his church.

Service Awards

CSG congratulates the following dedicated employees who have provided from 5 to 35 years of service to the County.

NAME	YEARS	DEPT
Judy Paza-Jeffrey	35 Years	HCD
Jack Keirse	30 Years	DGS
Michele Armbrust	25 Years	LIB
James Daniels	25 Years	DGS
Michael Harris	25 Years	DGS
Sonja Heiserman	25 Years*	LIB
David Lonsdale	25 Years	ROV
George Faircloth	20 Years	HCD
Carol Stanley	20 Years	LIB
Ann Terrell	20 Years	LIB
Marci Barczewski	15 Years	LIB
Heidi Burke	15 Years	DAC
Deborah Dyar	15 Years	HCD
Paula Fabela	15 Years	LIB
Patricia Frantz	15 Years	LIB
Todd Hubbard	15 Years	DGS
Marcia Ingram	15 Years	HCD
Rebecca Keeley	15 Years	LIB
Robert Menard	15 Years	DGS
Irma Pena	15 Years	LIB
Karl Rosenkranz	15 Years	DGS
Isabel Sanchez	15 Years	LIB
Annette Thompson	15 Years	DGS
Ed Benitez	10 Years	PUR
David Gonzalez	5 Years	PUR
Virginia Haag	5 Years	LIB
Elizabeth Hildreth	5 Years	LIB
Allen Hunsberger	5 Years	PUR
Martha Marshall	5 Years	PUR
Aniceto Quiroz	5 Years	DGS

*The March Newsletter erroneously listed 30 years.

KUDOS Corner

Community Services Group

"Congratulations to CSG Staff Officer Ron Kelley for his selection as Navy Reserve Commander."

Alex Martinez and CSG Admin. Staff

Animal Control

"We just wanted someone to know how much we appreciated the invaluable assistance that was given to us . . . your folks are the greatest and our thoughts and prayers go to them . . . we failed to get their names on that day . . . but we know, that they know, who they are."

Jim & Charlene Christie

General Services

Rick Dolainski, Bob McArdle, Elric Dawson, Victor Rosado, and Don Hicks received accolades for their teamwork in designing and building the beautiful wall cabinets for the Undersheriff and Sheriff. "They are not only a significant improvement over what we had, but they actually match our furniture and give the office a professional look. You are very talented and your workmanship has been greatly admired by many visitors who have been in our offices since you installed them. . ."

Bill Kolender, Sheriff

Housing & Community Development

[Rental Assistance Division] *"This was quite exciting for me. Your staff members were excellent. They did a great job. They were very exact and fast. Good communication abilities."*

Teresa Silance, Tenant

Library

[Santee Branch Library] *"Everything here is perfect. That's why I travel here . . . Excellent selection of books. I can't read fast enough."*

A. Blevins

Purchasing and Contracting

"Thanks to Terry Scott and Winston McColl for their assistance on the payment of their Governlink III License Agreement."

Neil Rossi, Treasurer's Office

Registrar of Voters

"There is not enough room to comment on the invaluable assistance I received from Nellie Munoz on a project that I had a specific deadline on. She was exceptionally prompt, courteous and maintained a very positive 'can do' attitude."

Susie Vasquez, San Marcos



The Community Services Group newsletter is published quarterly for the employees of the County.

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